

Terms & Conditions of Sales & Services

The clients are deemed to have read, understood and accepted the following Terms and Conditions. HALIJAH TRAVEL shall be known as 'the Company' in the conditions below.
No booking is confirmed unless the Company acknowledges the same and payment has been made by clients.

Reservations

Reservations can be made via telephone or in person at the Company's premise during opening hours. Please furnish required details during registration and pay the deposit amount as specified below.

This deposit forms part of the final payment. Balance of payment must be made no later than 14 days before departure. Failure to comply with this may result in an *automatic cancellation* of client's reservation.

Validity & Change

All information and prices shown are correct at time of printing. Prices are subject to change without prior notice in the event of unforeseen circumstances such as currency fluctuations, irregular increase in airfares, hotel rates, government tax, etc

Tour Cancellation

The Company reserves the right to cancel any tour or package prior to departure for any reason whatsoever, including but not limited to an insufficient number of participants.

In this regard the Company may, if it so chooses, recommend alternative tours or packages preferably to the same destination or other tours or packages to client. Should client decide not to accept the alternative suggested, all monies paid by client will be refunded in full without further obligation or liability on the part of the Company.

Deposit

A deposit is required upon booking. Minimum deposits per person (based on price) are:

- a. Tour/Ticket below S\$250 = S\$100
- b. Tour/Ticket S\$251-S\$1000 = S\$200
- c. Tour/Ticket above S\$1000 = S\$500

Payment & Cancellation Charges

Full payment is required 14 days before departure. Failure to comply with this may result in cancellation of client's tour booking and in such an event, the cancellation fees as stated below are payable by client.

No of days between departure & receipt of cancellation	Cancellation fees per person (S\$)
30 days and above	25% of tour fare or \$100, whichever is higher
15 - 29 days	50% of tour fare
7 - 14 days	75% of tour fare
Less than 7 days	No Refund

The Company reserves the right to recover any outstanding arrears via other avenues, not excluding Collection Agencies or Legal avenues, in the event that full payment is not received.

Any waiver or reduction of penalties based on compassionate grounds is contingent on conditions imposed by the principal suppliers.

Cancellation Notice

Cancellation of confirmed booking (at client's request) must be made in writing and to be received by the Company to be effective and to avoid misunderstanding. Relevant charges in the preceding paragraph would apply.

Right to Reject

The Company reserves the right to withdraw any itinerary or any booking made for a client before the commencement of the tour.

The Company also has the right to decline or refuse any person as a member of the tour if it appears to the Company that any such person is likely to endanger the health or safety, or impair the comfort and enjoyment of others on the tour.

The Company further reserves the right to cancel any reservations if, for any reason whatsoever, any carrier, hotel, supplier or contractor refuses to allow the person concerned to participate in the tour.

In any of the foregoing events, the Company's sole liability shall be limited to a refund on any monies paid, less the amount for services already utilized plus applicable administrative fees, if any.

Tour Price Includes

The tour price includes airfare, airport transfers, accommodation, meals and other services only if these are specified in the tour brochures or itineraries or booking form.

Tour Price Excludes

The tour price excludes prevailing airport taxes, airlines' fuel surcharge, visa fees, travel insurance, service fees, excess baggage charge, beverage, room service, laundry, gratuities to drivers and tour leader and/or tour guide, tips to hotel porters, all items of a personal nature and other items or services not specified in the tour, services or products booked by the client.

Please refer to the auxiliary charges for visa fees applications, tips to hotel porters, gratuities to drivers and tour leader/guide.

Child Fare

Eligibility: Below 12 years old on the date of departure from Singapore. Child fare is based on sharing a twin/double room with two adults without an extra bed for the child.

If extra bed is required for the child, please arrange with the Company's sales representative who will offer appropriate advice, including price of surcharges or supplements, if any.

A surcharge will be imposed for a child occupying a room with only one adult.

Accommodation

Accommodation is as specified in the tour brochure and/or the booking form. Unless specifically mentioned, all rooms will be on 'run-of-house' basis. Accommodation for adults is based on twin or double, or triple sharing (if requested by client).

In the event that accommodation in the selected hotel is not available, every effort will be made to acquire accommodation in another hotel of a similar standard.

For farm-stay or camping tours, sharing of bathroom facilities may be necessary. Clients would be advised accordingly at the time of booking.

When booking triple-share rooms, please note that the third bed may be a 'roll-away' bed. Triple sharing for all tours shall be subject to request and availability, as some hotels do not have facilities for triple share rooms.

Single Supplement

There will be a single-supplement surcharge for a single room request; amount as indicated in the tour itinerary. The Company will confirm such request at least 14 days prior to tour departure.

Passport and Other Travel Documents

It is the *passengers' responsibility* to ensure that they have valid passport with the minimum 6 months validity from the date of departure. If required, exit permits (for travel out of Singapore) should also be valid.

Passengers must also have the necessary visas, vaccinations, health certificates and all necessary travel documents as required by the various government authorities of the countries to be visited, e.g. social visit pass, work permit, etc.

Visa

Different embassies/consulates require varying lengths of time to process visa applications. Our staff may be able to offer advice on this matter.

We render assistance in making visa applications, wherever possible. This service is subject to (auxiliary) charges. The Company cannot, however, guarantee the approval of client's visa application.

If, for any reason, application for visa is rejected, a full refund of all monies paid (excluding visa application fees paid to the respective embassies and related service charges) will be made if the result of the rejection is made known to the Company at least 14 days prior to tour departure. If less than 14 days notice is given, the relevant cancellation charges as stated will apply.

Passenger Denied Entry or Deported

The Company cannot be held responsible for any expense, reimbursement or refund of any tour or ticket prices if a passenger is deported or refused entry by Immigration or Customs Authorities for whatever reasons, including having improper travel documents, infringing quarantine or custom regulation and possession of unlawful items or irregularities that may cause harm or damage to person or property.

Amendments to Flights, etc.

The ticket issued may be a special ticket restricted to the specified airline only. It is usually non-negotiable, non-endorseable, non-reissuable, non-refundable and not re-routable. Any alteration of the routing or change of date by the passenger is solely at passenger's own risk.

Request for a change in the returning flight is subject to the airline's conditions, ticket validity, additional charges, seat availability, etc. Any additional charge imposed by the airline will be borne by the passenger.

No extension or deviation will be permitted for tours operated on chartered flights.

Extension or Deviation of Stay

Extension of stay or deviation may be permitted at the end of tour, subject to validity and restriction of air ticket, seat confirmation and availability of hotel. Such request is to be made prior to commencement of the tour and with sufficient notice.

When extension of stay or deviation cannot be confirmed 14 days prior to the group's departure date, passenger is deemed to be taking the original tour schedule.

All extra costs incurred to process the extension, e.g. administration fees, will be borne by the passenger. The extension of stay or deviation will be at passenger's own expense and transfers to and from airport will not be provided.

Amendment to Tour Itinerary

The Company makes reasonable effort to avoid changes in itinerary. However airline schedules and local conditions may affect routings and other related matters. Should this occur, the Company will endeavour to substitute a suitable arrangement of similar value. Any change, where possible, will be announced prior to departure.

The Company reserves the right to make minor changes at any time without compensation. But if alterations or changes (prior to tour departure) are major or significant, clients have a choice of the following:

- a. Purchase another available holiday from the Company at the appropriate price, or
- b. Cancel the booking with a full refund of tour fare paid

No compensation will be made as a result of *force majeure* or unforeseen circumstances beyond human control, e.g. war, civil strike, earthquake, floods, etc.

Baggage

All matters relating to baggage allowance, size and excess baggage charges are determined by airlines.

Each passenger on economy class is allowed baggage not exceeding 20 kilograms. Only one piece of hand luggage is allowed. Excess baggage must be paid locally by passenger.

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 suppliers or the passenger.

The Company is not responsible for hand luggage. However, if passenger's checked-in luggage is lost or damaged through wilful negligence of the Company's staff, the maximum liability per baggage will be S\$200.

Such claim should not be duplicated against any other parties, e.g. travel insurance companies, hotels, airlines, etc.

Meals

Meals are as indicated in the tour itinerary and booking form. *Meals on board* are served by airlines. If such meals are not served by airlines, due to whatever reasons, there shall be no refund or replacement by the Company.

Travel Insurance

Clients are advised to purchase Personal Travel Insurance prior to departure. The Company will be able to assist in the enquiries of travel insurance.

Amendment Charges

Amendment to bookings may attract a service fee of between \$30 to \$75 for any amendment and/or changes requested by passenger.

Special Requests

Request for special meals or dietary requirements, adjoining rooms, etc, must be made when booking a tour or ticket. Such requests are subject to confirmation and availability, and require adequate notification prior to departure.

Unused Services

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

Responsibility and Liability

Every individual participating in any tour organised by or services provided for by the Company shall be regarded as carrying his own risk with respect to loss or injury to person or property. The traveller accepts full responsibility for losses and expenses due to delay, sickness, bad weather, strikes, war, quarantine or acts of God.

Where the Company has not been negligent nor in breach of any duty, it would not assume any 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.

Neither the Company nor their employees or agents assisting or collaborating with them, is liable for any loss, injury, accident, damage, delay or expense which arise in any way whatsoever during the tour/holiday.

Under no circumstances is the Company to be construed as a carrier under contract for safe carriage of passenger or his baggage and belongings.

All tickets, coupons, service vouchers and orders are furnished and issued in all respects to those terms and conditions under which the means of transportation or other services provided are thereby offered or supplied by owners, operators, public carriers managing agents or agents.

The Company will not be responsible or liable (for damages, refund or otherwise) for:

- a. Mechanical breakdowns (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.
- b. The failure of the client to obtain or in possession of required documentation (e.g. health certificates, visa, passports, etc).
- c. The failure of the client to follow reasonable instructions including but not limited to checking-in and out of places and times.

Complaints & Claims

Any complaint or claim has to be made in writing within 14 days from the date of return. No responsibility is accepted in respect of any complaints or claims, which are made after 14 days of return.

Any dispute shall be referred to arbitration in accordance with and subject to the Laws of Singapore.

