

Booking Terms & Conditions

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

PRICES / PROGRAMMES / SERVICE / CONDITIONS

The package / tour / extension prices exclude laundry, room services, unspecified meals or tours, beverages, portrages, excess baggage charge, passport and visa costs, airport taxes, personal & baggage insurance, tips & all other items of a personal nature.

Programmes, tour prices, services & conditions are correct as 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, service & conditions will be given at the time of booking confirmation.

Kent Holidays (S) Pte Ltd is forthwith known as The Company.

DEPOSIT & PAYMENT GUIDELINES

- 50% Deposit Payment on Package Price is required upon your booking to enable us to facilitate your reservation.
- Final Payment will be required once booking has been confirmed.
- If full payment should not be received by the required date, services will be cancelled with forfeiture of your payment made.

** Certain products may have different payment requirements and these will either be stated in the brochure or advised at time of booking**

CANCELLATION FEE (Valid on case by case basis)

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 : -

Prior To Departure Fee(Including Child / Infant)

More than 30 days Forfeiture of deposit or 30% of total fare, whichever is higher

29 - 8 Days 50% of total tour fare

On / Less than 7 days 100% of total tour fare

** 100% Cancellation Charge apply to Guaranteed Booking/ Promotional Package & Air Ticket / Low Cost Carrier Ticket **

ADMINISTRATIVE / AMENDMENT FEE

An administrative fee of \$50 per person per amendment will be charged for any alteration in the contents after your booking.

In addition, the following admin fee apply if there is any Change/Cancellation/Refund upon issuance of ticket and is permitted provided airline's ticketing terms & conditions are met : -

- Change of flight or date before flight departure
 - min S\$75 per person fee will be charged & passenger must pay any applicable fare difference that may be incurred.
- Cancellation / Refund of ticket
 - Admin fee of S\$75 per person will apply exclusive of no-show fee and airline's refund charge

EXTENSION OF STAY / RETURN FLIGHT

An extension of stay at the end of the tour is permitted, subjected to the maximum validity & restrictions of the air ticket (applicable to booking with airfare included as part of the tour fare) Any additional charge imposed by the airlines or operators will be borne by tour member. Flight & accommodation reservations during your extended stay should be made prior to the commencement of the tour.

Extensions are at your own expense and transfers will not be provided.

TRAVEL INSURANCE

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

From 15 July 2015 , pursuant to Singapore Tourism Board, Travel Agents Act : Additional Licensing Condition on Travel Insurance - Client will be informed to consider purchasing travel insurance : -

(a)against any failure or disruption in the provision of the travel product arising out of any insolvency on the part of the licensee; and

(b)in favour of all travellers for whom the payment or deposit is to be made.

(c) Form for Acknowledgement on decision for travel insurance against insolvency. [Download Form](#). [Download Consumer Explanation Note](#).

TOUR CANCELLATION

The Company reserves the right to cancel any tour 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.

ITINERARY CHANGES

Airlines schedules and local conditions may affect accommodation and routings. Should this occur. The Company shall endeavour to substitute arrangement of similar value.

The Company reserves the right to alter any route, itinerary & / or accommodation without prior notice to passenger if it shall in its sole & absolute discretion think this fit or in case of force majeure.

RIGHT TO REJECT

The Company reserves the right to cancel or withdraw any itinerary or booking made for a client. The Company also has the right to decline acceptance or retain any member as a member 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 further reserves the right to cancel any reservations of, for any reason, whatsoever, 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 utilized plus administration fees.

TRAVEL DOCUMENT

It is the passenger's responsibility to obtain a passport valid for at least 6 months from date of departure & visa (if required), for the country to be visited. Please consult your local consulate/embassy on visa requirements. The Company cannot be held responsible or liable for any expenses, reimbursement 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.

BAGGAGE

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.

MEALS

Meals will be provided as specified in the tour itinerary.

HOTEL ACCOMODATION

Accommodations used as 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 "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)

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 carriers liability in respect of air transport as a result of the Warsaw convention (in amended or unamended form) shall apply for the benefits of the organizer & sell of the tour/holiday.

SPECIAL REQUESTS

If there be any special request regarding special meals, dietary requirements, adjoining rooms etc, feel free to inform us upon booking. Such requests are subject to confirmation & availability. Please confirm your requests with our office at least 7 days prior to departure.

GENERAL CONDITIONS

The Booking Invoice 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, steamship lines, 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 discretions or inconvenience caused by suppliers & sales agents.
- 5.** In no case shall The Company or their employees or agents be held liable for any causes outside their reasonable control or from any act or omission of the customer.

COMPLAINTS

Any complaints/claims have to be made in writing within 7 days from the date of return. No responsibility is accepted in respect of any complaints/claims which are made after 7 days return.

NO VARIATION OF CONDITIONS

These conditions cannot be altered or waived except by written agreement between the passenger and The Company.

All charges are subject to change with / without prior notice.

All patrons are presumed to have read the terms & conditions section, under any circumstances of any disputes, Terms and Conditions of this page will be applied.