

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:

- Asia Tour \$800 – \$1000
- Europe, Australia, New Zealand, Exotic, Asia Exotic \$1000 – \$2000
- Free & Easy, Tour on chartered flights = 50–80% of total tour fare
- Cruises/3rd party tours = terms and conditions of principal suppliers.
- All USA tour deposit \$2500 / Alaska Cruise tour deposit \$3000 / South America tour deposit \$5000

For all destination: balance payment is to be paid in full to the Company 35 days before departure. Failure to comply will result in cancellation of reservation and forfeiture of deposit.

For Alaska kindly refer to additional terms and condition upon booking. 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.

All destination's FIT/ 2-To-Go (GV2) tours full payment upon document ready for collection.

2. Cancellation Charges and Administrative Fees

(Except Cruise Tour Packages)

2.1 Period of Cancellation Notice

- 35 days or more before departure date = full deposit forfeited
- 22 – 34 days before departure date = 80% of the tour fare per person
- 21 days or less before departure date = 100% of the tour fare

2.2 A minimum amendment fee of \$250 per customer per amendment will apply for any changes made to existing booking. Any replacement or changes of passenger will be considered as a cancellation and not an amendment. This term is applicable to all cases, including but not restricted to medical and pregnancy cases.

2.3 Cancellation of confirmed bookings must be made in writing to avoid misunderstandings.

2.4 Cancellation of Tour by Company

Due to low subscription for a particular tour, the Company may choose to cancel the entire tour. The Company may recommend alternative tours to you, based on the tour fare of that period. Should you not decide to accept the alternatives, refunds will be paid to you within 4 weeks to a month. During peak periods, refunds may take 8 weeks to be paid.

2.5 A postpone of tour by customer for any reason is a tour can cancellation. Under such circumstances, the above Payment & Cancellation policies will apply. The company makes reasonable effort 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.

2.7 Travel Vouchers

Travel voucher issued by The Company as part of its promotional activities are subjected to the same term & condition. Additional term & condition 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 schedule 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 to relevant cruise operators.

5. Tour Fare includes

- Return economy class group tour ticket.
- Where stipulated in the tour itinerary, domestic flights and train tickets
- Transfer between airports, train stations, piers and hotels according to tour itinerary.
- Hotel accommodation on a twin-sharing or triple-sharing accommodation arrangement. For those traveling alone, efforts will be made to arrange for twin-sharing accommodation, otherwise single room supplement charges apply.
- Admission fees, meals, and sightseeing programmes as stipulated in the tour itinerary.

6. Tour Fare Excludes

- Airport tax and Visa fees.
- Where applicable, Custom User Fees, Nordic Environment Tax, Port Tax, Service Fees, etc.
- For land tour packages, all domestic flights.
- Excess baggage charges, room service, travel insurance, and all items of a personal nature.
- Gratuities to drivers, tour guides, tour leaders and tips to hotel porters.

7. Child Fare

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

8. Refund on Tour Packages

8.1 The company acts as an agent for the service suppliers. After a deposit or full payment of the tour is made, all reservations are still subject to confirmation by the service suppliers. If the reservation cannot be confirmed, the Company will notify you two weeks before the scheduled departure date and a refund of the deposit or the tour fare will be made if the reservation is cancelled as a result of the inability to confirm the reservation.

8.2 Certain tour inclusion may involve the Government's facilities. Should these facilities be re-taken back temporarily by the relevant authorities, a replacement of alternative programmes of facilities will be made or a refund will be as determined by the Company.

9. Special Request

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

10. Accommodation

10.1 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 accommodations of similar standards.

10.2 Single Supplements

If you wish to occupy a single room, you are required to pay single supplement, amount as indicated in the tour booking form.

11. Travel Insurance

Arrangement of travel insurance coverage is strongly recommended for trip cancellation, loss of deposit, baggage, personal accident, injury, illness, etc. Under no circumstances shall the Company be constructed as a carrier under a contract of carriage of a passenger and of his baggage and other personal belongings.

12. Meals

Meals, including meals on board flights, are as indicated in the tour brochures and booking forms. If meals on replacement.

13. Travel Documents

13.1 You shall ensure that you have a valid international passport with a minimum 6 months' validity from the date of scheduled return to Singapore. Prior to scheduled departure date. You shall obtain the relevant valid visas and health certificates which may be required at the destinations of travel in tour itinerary.

13.2 Visa – Different embassies require varying lengths of time to process visa applications. Our sales office will advise you accordingly. If you are not a Singapore passport holder, please request our sales office to check with your embassy for visa requirements. The Company cannot guarantee the approval of your visa application. This service is subject to charges.

13.3 Where applicable, you shall be responsible for obtaining the necessary exit permits from the relevant authorities, valid for the duration of the tour itinerary.

14. Amendment of Flight, etc

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\$100 per ticket will be charged for any amendment of air tickets once issued. No refund will be made for any unused air ticket.

15. Amendments to Bookings (request by passengers)

For any changes in the departure date or tour type, cancellation charges apply under section on ‘Cancellation Charges and Administrative Fees’

16. Amendment to Tour Itinerary by Company

16.1 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.

17. Baggage

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. In the event that your baggage is damaged or lost due to the willful negligence of the Company's staff, the maximum liability of the Company for each piece of such lost or damaged baggage will be S\$200. The Company is not responsible for hand-held baggage.

18. Extension of Stay and Deviation

18.1 An extension of stay and or deviation may be permitted at the final foreign destination and at the end of the tour itinerary subject to the maximum validity and restrictions of the air ticket issued to the maximum validity and restrictions of the air ticket issued to you and the availability of a confirmed return flight and accommodation for you, prior to the scheduled date of departure. It is your responsibility to hold a confirmed seat for your return flight. In the event that the requested extension of stay and or deviation cannot be confirmed 2 weeks prior to scheduled departure date, you shall be deemed to be participating in the tour package according to the original tour itinerary and under such circumstances the cost or charges imposed shall be borne by you. For tour packages involving chartered flights, no extension of stay and or deviation shall be permitted.

19. 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.

20. Modes of Payment

Payment may be made in cash, by NETS, cheques or credit cards. Cheques will only be accepted if presented to the Company 5 working days before the scheduled tour departure.

21. 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

21.2 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.

21.3 The Company reserves the right to:

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

21.3.2 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.

21.3.3 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 on liability thereafter to any such person.

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

21.4 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.

21.5 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.

22. No Variation of Conditions

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

23. Complaints and Claims

Any complaint and/or claim shall be submitted in writing within 14 days from the date of return to Singapore on the last day of the tour itinerary for the company's investigations. In the event customers require assistance from The Company to make a claim against a 3rd party, a service fee will be imposed. No responsibility is accepted if any complaint and/or claim is not made. The Company will strive to resolve any complaints within 3 months from the date from the date of complaints. Should there be no feedback from the customers within 14 days, it shall be deemed that the customers are satisfied with the service rendered.

24. 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.

25. 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.

26. Confidentiality 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.