



The special instructions of your travel bookings are set out in the Pax Statement and in these Terms and Conditions. They should be read together. You are deemed to have read, understood and accepted the following policies (collectively called "the Terms and Conditions"). For the purpose of clarity, **ALBATROSS WORLD TRAVEL & TOURS PTE LTD** shall be referred to as "**the Company**" hereinafter. Please check addenda to the Terms and Conditions, if any, upon booking.

## **1. COMMITMENT TO SERVICE QUALITY EXCELLENCE**

"Your destination our highest Mission" best sums up the Company's service policy and its underlying motivation of providing excellent services that meet or exceed the expectations of the Customer. The Company ensures that the services it provides are of satisfactory quality as defined in the Sales of Goods Act Section 14(2).

## **2. PROFESSIONAL ETHICS**

As part of its corporate responsibility towards the Customer, the Company adopts fair and ethical business practices as well as accurate marketing communications at all times.

## **3. RESERVATION, DEPOSIT AND FULL PAYMENT**

Reservation can be made with the Company anytime during business opening hours. To confirm the reservation, please visit its office during business opening hours with a deposit amount as specified below. This deposit forms part of the final payment.

All tours (excluding those on charter flights) - a deposit of 50% per person is required upon reservation.

Tours on charter flights - amount as per terms and conditions stipulated by principal suppliers.

Payment of deposit does not constitute confirmation of the tour. All group tours are subjected to a minimum group size (as determined by the Company) in order for the confirmation to be effected and for the departure to be finalized. Full payment is required no later than 14 days prior to departure. In case of tours on charter flights, full payment must be made 1 month before departure. If full payment is not received 14 days or more prior to departure, the Company reserves the right to forfeit the deposit and cancel the reservation. In such an event, the cancellation fee as stated below is payable by the Customer.

## **4. CANCELLATION BY THE CUSTOMER - PAYMENT AND CANCELLATION FEE**

The Customer is allowed to cancel the reservation in writing, at any time prior to the departure date. However, cancellation fee will apply and it is computed based on the length of notice period prior to the departure. Please note that the cancellation fee is a percentage of the deposit or the total tour fare, as the case may be. The cancellation fee as well as corresponding refund component are indicated below.



# of Days before departure	Details	CANCELLATION PERCENTAGE fr. TOTAL PACKAGE PRICE	
		Cancellation	Refund
> 14	All tours (excluding those on charter flights) Charter Flights: Full Deposit   Refund: NIL	30%	
< 14	All tours (excluding those on charter flights) Charter Flights: Full Deposit   Refund: NIL	50%	
< 3	All tours (excluding those on charter flights) Charter Flights: Full Deposit   Refund: NIL	100%	0%

Terms above only relate to tours operated by the Company. For tour products or individual components supplied by third party(ies), e.g. Insight Vacations, Contiki Holidays, train services, air tickets, cruise or hotel bookings etc., cancellation fee under the terms and conditions of the respective third party(ies) shall apply plus a handling charge of S\$50 per service per person. Cancellation fee imposed by third party(ies) includes no-show fee, refund administrative fee and any deposit committed to their suppliers to secure confirmation of services requested. Upon the Company receiving the written notice of cancellation and in accordance with the Terms and Conditions stipulated, the Customer shall receive the refund.

## 5. CANCELLATION BY THE COMPANY

Please note that the Company is acting as an agent for services rendered. Even after deposit or full payment has been made, all arrangements are still subject to final confirmation. If due to some unforeseeable circumstances the arrangement cannot be finalized and the reservation has to be cancelled, the Company will endeavor to notify the Customer at least 1 week before departure.

At times due to low subscription for a group tour, the Company may choose to cancel the entire tour 14 days prior to departure. The Company may, if it so chooses, recommend alternative tours either to the same destination or other tours, based on current tour fare. In the case of a free and easy tour, accommodation and all services are strictly upon request and subject to confirmation. The Company may recommend alternatives if available.

Please note that surcharges may apply on a case to case basis and the Customer will be advised accordingly. Should the Customer decide not to accept the alternatives, refund will be made accordingly by the Company and without further obligations.



The Company shall not be held liable for any contingent costs incurred by the Customer arising from the cancellation.

The Customer shall receive the refund within 4 to 6 weeks upon the Company notifying the Customer of the tour cancellation.

Save as stated herein, the Company shall not be liable for any claims, losses, damages or costs sustained by the Customer.

## **6. REFUND POLICY ON UNUSED PORTION OF THE TOUR**

No refund will be made with respect to accommodation, meals, sightseeing tours or any other services included in the tour fare but not utilized by the Customer, either in part or full, or where the Customer amends, cancels or otherwise varies arrangements after commencement of the tour.

## **7. REFUND POLICY - PAYMENT MODE**

For cheque or cash payment, refund will be made in a form of a cheque and processed within 2 to 4 weeks from date of written cancellation. For credit card payment, refund will be made through the credit card company and processed within 4 to 6 weeks. During peak periods, the refund process may be longer due to the increase in transactions.

## **8. AMENDMENT TO RESERVATION AND AMENDMENT FEE**

Amendment refers to any change to the original reservation such as change of name, change of flight itinerary and / or change of accommodation.

### **Amendment by the Customer**

Any change made by the Customer to the existing booking must be in writing and an amendment fee of S\$50 per person will apply. Any re-issuance of air ticket, minimum administrative fee of S\$50 per air ticket on top of any airline charges will apply. Any change made to the departure date or the tour type, cancellation fee as stated under the section "Cancellation by the Customer" Payment and Cancellation Fee" will apply. Any change made to name of the Customer will be treated as cancellation of tour. The Company will revert to the Customer within 14 working days upon receiving written notice of the request for amendment.

### **Amendment to Tour Itinerary by the Company**

The Company makes reasonable effort to avoid changes in the itinerary. However, the Company reserves the right to make minor changes at any time due to unforeseen circumstances, especially during peak periods or in the event of a force majeure.

## **9. EXTENSION OF STAY / DEVIATION FROM TOUR ITINERARY**

Extension / deviation of stay may be permitted at end of the tour, subject to maximum validity and restriction of air ticket, seat confirmation and availability of accommodation prior to



commencement of the tour. It is the Customer's responsibility to hold firm confirmation for the return flight. When extension / deviation of stay cannot be confirmed 2 weeks prior to departure, the Customer is deemed to be taking the original tour schedule. All extra costs incurred to process the extension, e.g. administrative fee will be borne by the Customer. Please note that extension / deviation of stay will be at the Customer's own expense and transfers to and from the airport will not be provided. For tours on charter flights, no extension / deviation will be permitted. The air ticket issued is a special one restricted to a specified airline only. It is not negotiable, endorsable, re-issuable, refundable or re-routable. Any alteration of the routing or the date by the Customer is solely at the Customer's own risk. The Company and its associated agents shall not be held responsible for any inconvenience caused and extra expense incurred. No refund will be made for any unused air ticket, accommodation, meals or sightseeing, in part or in full.

## **10. TRAVEL DOCUMENTS, TRAVEL INSURANCE AND TRAVEL VOUCHERS**

### **Passport and Other Travel Documents**

It is the Customer's sole responsibility to ensure that he / she has a valid passport with minimum 6 months' validity from date of the last departure point as well as the necessary visas, vaccinations, health certificates and all necessary travel documents as required by the various government authorities of the country(ies) to be visited (e.g. exit permit, work permit, social visitor pass etc.).

### **Visa**

Different embassies / consulates require varying lengths of time to process visa applications. For non-Singapore passport holders, please request the Company to check on visa requirements. The Company renders assistance in visa application wherever possible. The Company cannot, however, guarantee the approval of such visa application. This service is subject to (auxiliary) charges. Please check with the Company on the amount. If, for any reason, application for visa or exit permit is rejected, full refund of all monies paid (excluding visa application fees paid to the respective embassies) will be made if the result of the rejection is made known to the Company at least 35 days prior to departure. If less than 35 days' notice is given, the relevant cancellation fee as stated under the section "Cancellation by the Customer "Payment and Cancellation Fee" and / or in the addenda to the Terms and Conditions, if any, will apply. The Company will not be responsible for any expense, reimbursement or refund of the tour fare if the Customer is deported or refused entry by immigration authorities on the tour for whatever reasons, including improper travel documents, quarantine, custom regulations, possession of unlawful items or irregularities that may cause harm / damage to person or property.

### **Travel Insurance**

Purchase of travel insurance is strongly recommended with respect to unforeseen circumstances such as trip cancellation, personal baggage loss, personal accident, injury or illness. Under no



circumstances shall the Company be construed as a carrier under contract for safe carriage of the Customer or his / her baggage / belongings. The Company will be pleased to assist in the enquiries of any travel insurance and related matters.

### **Travel Vouchers**

The Company issues travel vouchers from time to time as part of its promotional activities. The terms and conditions for the redemption of travel vouchers are clearly spelt out in the appropriate documents and shall be binding on the Customer.

## **11. GENERAL MATTERS RELATING TO TOURS**

### **Accommodation**

Accommodation is as specified in the tour brochure / itinerary / booking form. Accommodation for adults is based on twin-share, double or triple-share bedrooms at the nominated or similar standard hotels. For stays at farms and ski resorts, sharing of bathroom facilities may be necessary. When booking triple-share rooms, please note that the third bed will be a "roll-away" bed. Single room occupancy is at additional cost.

### **Baggage**

The Customer is allowed check-in baggage based on the current airline baggage allowance policy. One piece hand carry luggage not exceeding 7 kilograms is allowed. Excess baggage must be paid personally by the Customer upon check-in.

### **Meals**

Meals, including meals on board, are as indicated in the tour brochure / itinerary / booking form. If meals on board are not served due to whatever reasons, there shall be no refund or replacement.

### **Seat Rotation**

Coach – seat arrangements are subject to change as circumstance may require.

### **Single Supplement**

For single occupancy, single supplement amount must be paid as indicated in the tour booking form.

### **Special Requests**

Request for special meals, dietary requirements, adjoining rooms etc., must be done upon booking. Such requests are subject to availability and confirmation.

## **12. PRICING POLICIES**

### **Validity**



All information and prices shown are accurate at time of print.

### **Tour fare includes:**

Airfare, accommodation, airport transfers (if any) and meals (if any), as specified in the tour brochure / itinerary / booking form.

### **Tour fare excludes**

Airport taxes, airport security taxes, airline insurance surcharges, fuel taxes, visa fees, travel insurance, customs user fees and service fees as specified by the airline and airport authorities; laundry, excess baggage charges, beverages, room services, gratuities to drivers and tour leaders / local guides and tips to hotel porters; and personal expenses. Please refer to the Company for visa fees, gratuities to drivers and tour leaders / local guides, and tips to hotel porters.

### **Child Fare**

Children below 12 years, on the date of departure from Singapore are eligible for child fare. In the event child turns 12 years old during the trip, he /she must purchase adult fare. Child fare is based on a twin-share or double room with 2 adults without an extra bed. If an extra bed for the child is required, please arrange with the Company who will advise on the surcharges / supplements, if any.

### **Pricing Policy Relating to Promotions**

The Company give discounts and other form of promotional pricing. Its policy is to display all service charges including such discounts or promotions.

### **Payment Scheme for Reservation**

Payment can be made in full or by way of a deposit followed by the balance of payment. Please refer to Section 3 for further elaboration.

### **Modes of Payment**

Payment may be made in cash, by NETS, cheque or credit card. Cheque will only be accepted if presented to the Company at least 7 working days before departure. All payments have to be made out in Singapore Dollars.

### **Pricing Accuracy**

The Company is committed to the avoidance of over or undercharging. To ensure accuracy of charging, its policy is to list clearly all prices including GST in sales invoices and communications materials. The Company will also clearly indicate any additional charges for extra services that may be incurred by the Customer.

### **Delivery Services**





The Company provides delivery of documents to the Customer upon request. Delivery charges can be found in the sales kit and these shall be communicated to the Customer.

### **Receipts**

The Company shall issue a detailed receipt for each and every payment made. While the Company is a GST-registered organization, no GST is levied for outbound tours. However, GST is payable by the Customer for any tours and coach services within Singapore.

### **13. FEEDBACK MECHANISM**

The Company welcomes feedback from the Customer anytime. Should the Customer have any issue of concern, please contact the Company immediately. Its feedback channels include:

#### **Face-to-face feedback**

Telephone communication at 6438 1838, Mondays to Fridays: 9:30am to 6:30pm; Saturdays: 9:30am to 1:30pm

Written feedback via email to [infol@albatrossworld.com.sg](mailto:infol@albatrossworld.com.sg) or mail to 157 Circular Road, #03-01 Singapore 049412

The Company will investigate and act to resolve areas of concerns. 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 21 working days. If it is unable to resolve the complaint amicably, it will refer to CASE or NATAS mediation channel with mutual consent of the Customer.

### **14. MARKETING COMMUNICATIONS**

In respect of marketing communications, the Company ensures that its brochures contain sufficient and accurate information on prices (which can be found on the Company's website), quality, availability and terms of sales.

### **15. GROUP BOOKINGS**

The Company will prepare a booking form for customer to acknowledge and understand the terms and conditions and declare that all the information are deemed true and correct to the best of their knowledge. Booking form must be duly signed with the current date by the customer.

The Company will not be responsible for any incidental cost incurred to rectify errors due to negligence of the customer.

Booking fee of \$50 per person per package is required for packages booked.

Once booking is confirmed, full payment is required.

Bookings are non-transferable & non-refundable.



Change or amendment is allowed within the promo validity period and subject to an amendment fee of \$50 per change. This applies to any other charges incurred as a result of the change or amendment plus any other charges incurred as a result of the change or amendment.

In cases where booking is unable to be confirmed, alternative travel packages will be offered. If there are no preferred alternative travel packages, booking fee will be refunded less administrative fee of S\$8.00 per person (S\$42 refunded).

Singapore Tourism Board highly recommends purchase of travel insurance upon booking.

## **16. CONFIDENTIALITY**

The Company will safeguard, according to strict standards of security and confidentiality, any information on the Customer. The Company will limit collection and use of the Customer's personal particulars / information to the minimum and for the sole purpose of completing the transaction as well as facilitating the smooth delivery of services. Every effort shall be made to ensure that the integrity of the Customer's personal particulars and confidential information entrusted to the Company are not compromised unless required to by law. The Company also undertakes not to divulge the Customer's personal information to any unauthorized third party without prior written consent.

## **17. RIGHTS AND DISCLAIMERS RELATING TO TOURS**

Where the Company has not been negligent nor in breach of any duty, it assumes no 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. The Company is an agent of airlines, transport companies etc., and is not liable for changes made by suppliers but will render assistance wherever possible. All tickets, coupons and orders are furnished and issued, subject in every respect to those terms and conditions under which the means of transportation or other services provided thereby are offered or supplied by owners, operators, managing agents or agents of public carriers. The Company will not be responsible or liable (for damages, refunds or otherwise) for:

Mechanical breakdown (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

Failure of the Customer to obtain required documentation (e.g. health certificates, visas, passports etc.)

Failure of the Customer to follow reasonable instructions including but not limited to check-in and check-out places and times The Company reserves the right to withdraw any itinerary or any booking made, or decline or refuse the Customer as a member of the tour, if it appears to the Company that the Customer is likely to endanger the health or safety, or impair the comfort and enjoyment of others on the tour. In any of the foregoing events, the Company's sole liability shall be limited to refund on tour fare paid. The Company reserves the right to take photographs and





films of the Customer while on tour with the Company to be used for brochures advertising or publicity materials.

The Customer will be informed of use of such materials in publications and other forms of advertising.

## 18. LINKS

The Terms and Conditions complement those terms and conditions contained in the relevant documents provided by third party service providers such as airline or cruise tickets, hotel check-ins etc.

## 19. MISCELLANEOUS

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.

Any feedback with regards to the tour must be submitted in writing within 14 days (of return) from date of return, failing which the Company shall accept no responsibility.