

RAFFLES AIR PTE LTD

Refund & Cancellation Policy:

1. There will be strictly no refunds made 30 days or less prior to the Event.
2. All cancellation shall be made in writing through fax, email or letter.
3. Reservations will only be confirmed after payment is made within 24 hours of booking.

Check-in & Check-out Policy:

1. Payment of Guest Room incidental charges are to be made before returning the key.

TERMS AND CONDITIONS

1. Extension of Stay – Extension at the end of stay is permitted subject to availability. Extension requests to be made prior to booking of tour.
2. Passport/Visa – It is the passenger’s responsibility to obtain a valid passport of at least 6 month’s from the date of departure and visa from the country in which the passenger is visiting. The Company cannot be held responsible for the refusal of entry to the passengers by any country before departure or during the tour for whatever reasons including but not limited to non-possession of a valid visa or lack of validity period for a passport.
3. Medical – i) Passengers with special medical needs are required to inform the Company of their specific requirements and to furnish the Company with the appropriate medical certificate at the time of booking to support the requests; ii) If the passenger fails to disclose, the company reserves the right to refuse to allow the passenger to take the tour or make the trip.
4. Unused Arrangements – No refunds will be made for any unused land or ground services, hotel accommodation or meals when the passengers choose not to use the packaged services.
5. **Complaints – Any complaints/claims have to be made to the Company in writing within 7 days from the date of return to the country of origin. No responsibility is accepted for any complaints/claims made after 7 days of return.**
6. Itinerary Changes – The Company reserves the right to alter the routing, itinerary, sequence of routing and or accommodation without prior notice to the passengers. Such alterations will be made in the interest of the majority at large and/or in compliance with governmental orders made during the trip.
7. Exemption from Liability – The Company is and shall not be liable for any injury and or damage caused and is fully exempted from any liability arising by reason of act of God or circumstances beyond our control.