



## Booking Terms & Conditions

Customers are deemed to have read, understood and accepted the following terms and conditions upon booking. L.G.E. Travel shall be known as ‘The Company’ in this document.

### 1. Reservation and Deposit

Deposits are required upon reservation. Placement of deposit does not constitute confirmation of tour. All tour groups are subjected to a minimum group size for departure (determined by The Company) for it to be in effect and finalized. The amount of deposit required by varying tour type is as followed:

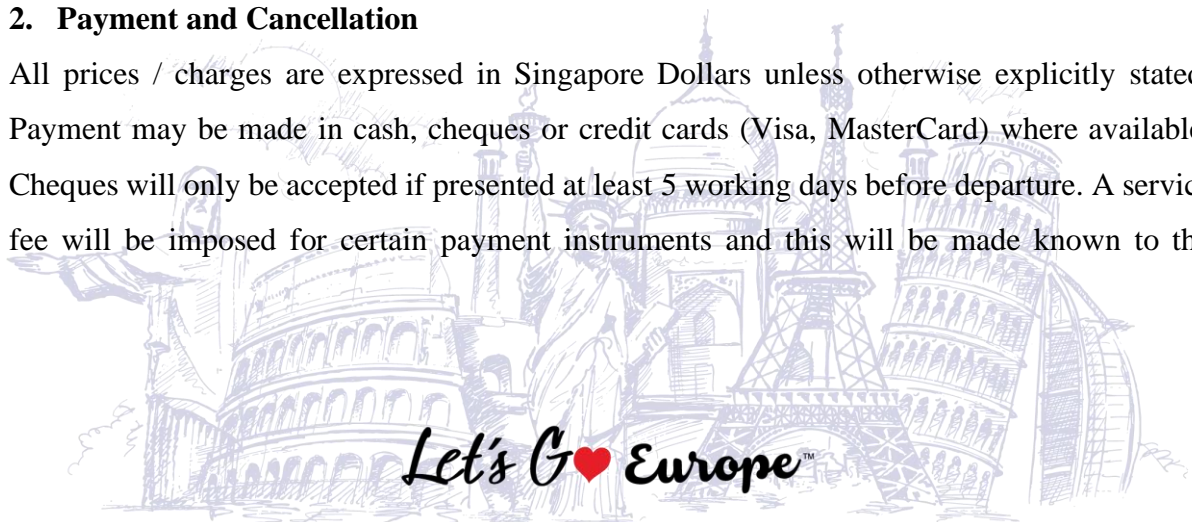
<b>Tour Type (Packages)</b>	<b>Deposit required per person (unless otherwise specified)</b>
Group Tour (Except Finland, Norway & Sweden)	SGD1,000
Group Tour (Finland, Norway & Sweden)	SGD2,000
Chartered Flight Tours	50-80% of total tour fare
Cruises/ 3 <sup>rd</sup> Party Tours	SGD800

In the event of an increment of taxes and fuel surcharge imposed by relevant authorities and airlines, The Company reserves the right to request for a top-up on initial deposit for immediate issuance of air tickets to avoid incurring additional surcharges.

The Company is GST-registered and strives to deliver on its commitment to avoid over or undercharging its itineraries, prices and services by ensuring correct change is returned to its customer. The Company reserves the right to revise the tour fares and to determine the date of commencement of such revised tour fares. The above apply for transfer of tours due to no group size. All prior special discounts given will not be extended for the alternative tours.

### 2. Payment and Cancellation

All prices / charges are expressed in Singapore Dollars unless otherwise explicitly stated. Payment may be made in cash, cheques or credit cards (Visa, MasterCard) where available. Cheques will only be accepted if presented at least 5 working days before departure. A service fee will be imposed for certain payment instruments and this will be made known to the





customer upon payment. Payment by instalment plan, where applicable, is valid for selected banks and subject to banks' approval bounded by their terms & conditions.

Full payment is required minimum twenty-one (21) days before departure. The Company reserves the right to request for deposit top-up or full payment more than 21 days when required by principal supplier. For group tours, full payment is required minimum twenty-one (21) days before departure. For tours on chartered flights, full payment must be made one month before departure. For luxury cruise packages, balance payment is to be paid in full thirty (30) days before departure.

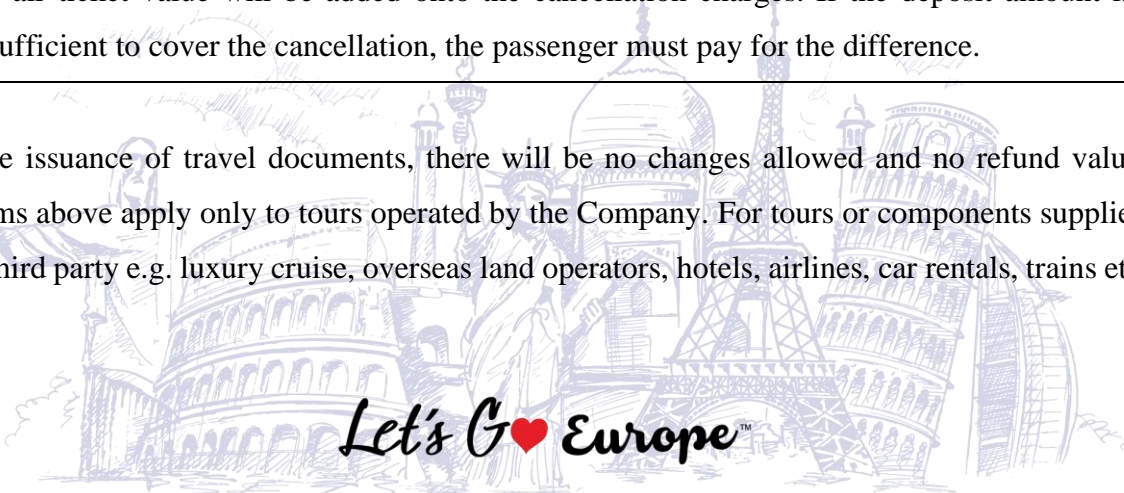
All taxes and fuel surcharge are subject to change without prior notice and in the event of any surcharge imposed by relevant authorities and airlines, the Company will collect the difference even after full payment is made before tour departure. The Company reserves the right to forfeit any deposit and cancel the reservation following the customer's failure to comply with the aforementioned policies.

The fees payable by the customer are:

<b>No. of days between departure and receipt of cancellation notice</b>	<b>Cancellation fees per passenger</b>	
	<b>All tours (except tours on chartered flight)</b>	<b>Tours on chartered flights</b>
35 days and more	SGD1,000	Full deposit*
22 to 34 days before departure	75% of tour	Full tour fare*
15 – 21 days before departure	90% or SGD1,000 whichever is higher.	
14 days and less	Full tour fare*	

\*The above cancellation charges apply if the air ticket is not issued. If the air ticket is issued, the air ticket value will be added onto the cancellation charges. If the deposit amount is insufficient to cover the cancellation, the passenger must pay for the difference.

Once issuance of travel documents, there will be no changes allowed and no refund value. Terms above apply only to tours operated by the Company. For tours or components supplied by third party e.g. luxury cruise, overseas land operators, hotels, airlines, car rentals, trains etc,





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cancellation terms & conditions shall apply with a handling fee of S\$50 per service per customer.

Travel vouchers issued by the Company as part of its promotional activities are subjected to the same terms & conditions. Additional terms & conditions stipulated in the travel vouchers apply.

Cancellation of bookings must be made in writing to avoid misunderstanding.

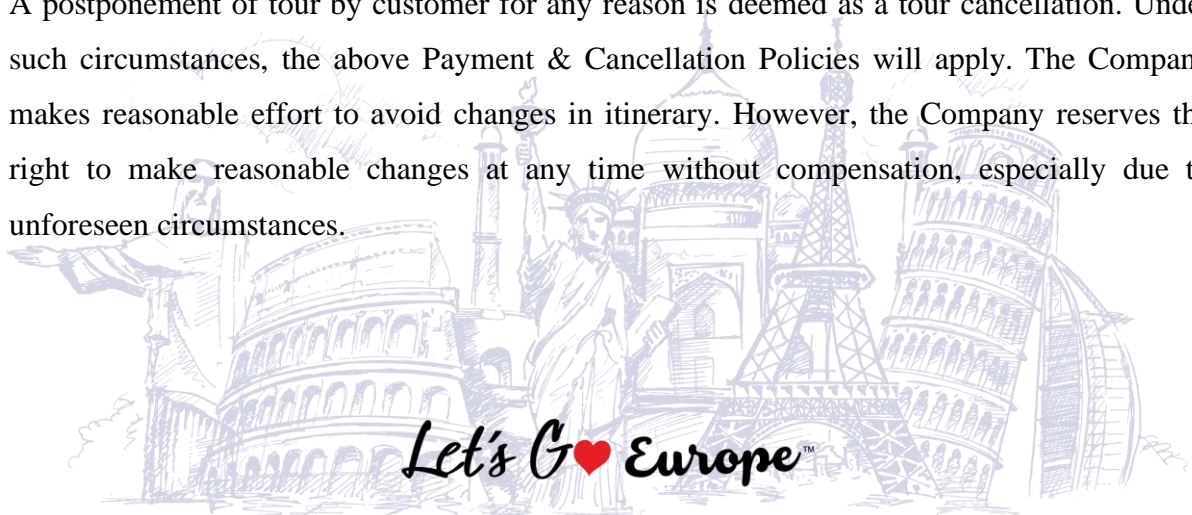
The Company reserves the right to withdraw any passenger as a member of the tour if it appears to the Company that the behaviour or conduct of such person(s) is deemed detrimental to or incompatible with the health, safety, interests, harmony and welfare of the other tour participants and the group as a whole. Under such circumstances, the Company shall be under no liability thereafter to this person(s).

### **3. Amendment**

A minimum amendment fee of S\$150 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.

For changes to flight component of the tour, a minimum administrative fee of S\$50 per ticket on top of any airline charges will be levied for any amendment, except for all special fares and promotional air tickets including tax reserved are non-negotiable, non-endorsable, non-refundable and non-reroutable. No refund will be made for any unused air ticket.

A postponement of tour by customer for any reason is deemed as a tour 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 time without compensation, especially due to unforeseen circumstances.



*Let's Go* ❤️ *Europe*™



#### **4. Extension of Stay and Deviation**

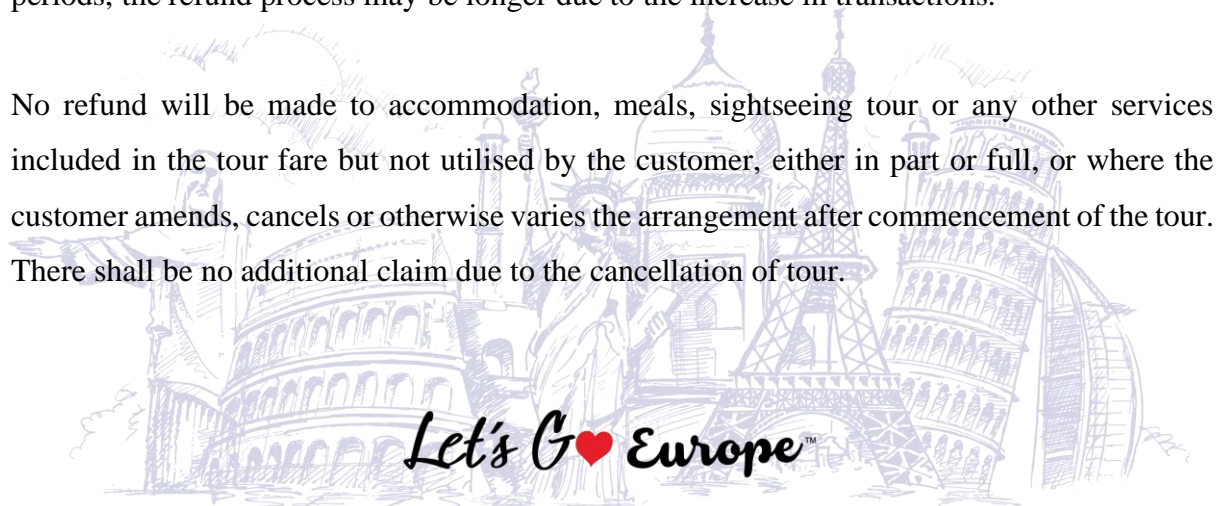
Extension or deviation of stay may be permitted at the end of the tour, subjected to maximum validity and restriction of air tickets, seat confirmation and availability of hotel prior to commencement of the tour. The customer is responsible to hold confirmation for his/her return flight. When extension or deviation of stay cannot be confirmed two weeks prior to departure, the customer is deemed to be returning with the original group schedule. All extra cost incurred to process the extension will be borne by the customer. Please note that extension or deviation of stay will be at customer's own expense and airport transfers will not be provided. Extension or deviation of stay is not permitted for tours operated with chartered flights.

#### **5. Refund Policies**

Due to low subscription for a group tour, the Company may choose to cancel the entire tour fourteen (14) days prior to departure. The Company may recommend alternative tours preferably to the same destination or other tours, based on current tour fare. The Company may recommend alternatives if available; sometimes with surcharges.

All chartered flights are subject to approval by relevant government authorities. In the event that the required approval is not granted one (1) week before the scheduled departure date, alternative travel arrangement which may involve scheduled flights on other carriers may be arranged for departure on the schedule departure dates or an alternative date as determined by the Company to be appropriate. Should the customer decide not to accept the alternatives, all refunds (exclude Visa Fee) will be paid accordingly without further obligation or liabilities on the part of the Company. There shall be no claim for inconvenience, loss of leave and transportation cost due to the cancellation of tour. For cheque or cash payment, refund will be made in the form of a cheque and process within 2 to 4 weeks. For credit card payment, refund will be made through the credit card's Company and process between 4 - 6 weeks. During peak periods, the refund process may be longer due to the increase in transactions.

No refund will be made to accommodation, meals, sightseeing tour or any other services included in the tour fare but not utilised by the customer, either in part or full, or where the customer amends, cancels or otherwise varies the arrangement after commencement of the tour. There shall be no additional claim due to the cancellation of tour.







The Company shall not be liable for such cancellation, save that the Company shall make the necessary refunds of deposits or tour fares set out herein.

Certain tour inclusions may involve the Government's facilities. In the event they are taken back by the government, a replacement or refund deemed appropriate will be made by the Company.

## **6. Advertising and Promotions**

The Company seeks to advertise and portray accurate information in accordance to the Singapore Code of Advertising Practice (SCAP) set by the Advertising Standards Authority of Singapore (ASAS) as much as possible. Information will be made to be as accurate as at the time of print, whether in print and / or digital media.

## **7. Tour Fare Includes**

- Return economy class group tour air ticket.
- Where stipulated in the tour itinerary, domestic flights, train tickets, transfers, admission fees, meals and sightseeing.
- Accommodation based on twin or triple sharing room. For triple room, the third bed may be a 'roll-away' bed. For single passengers, a single supplement charge applies.
- The Company seeks to provide the most value for money tour fares to the customers and strive to display discounted prices as accurately as possible at a point in time. Nonetheless, the Company reserves the right to amend prices thereafter due to unforeseen changes from its suppliers such as but not restricted to airlines and hotels charges.

## **8. Tour Fare Excludes**

- All taxes and fuel surcharges imposed by relevant authorities and airlines.
- Visa application fees.
- Excess baggage charges, room service, beverage, laundry charges, travel insurance and all items of personal nature.
- Gratuities to drivers, tour guides, tour leaders, hotel porters etc.





## 9. Child Fare

Child fare is applicable to children under the age of twelve (12) on the scheduled date of departure. It is calculated based on the child sharing a room with two or three adults in the same room with no extra bed. A surcharge will apply in the event where an extra bed is required or when the child is sharing room with only one adult. In some countries, due to fire regulation, it is compulsory for each person to have their own bed. Booking with four persons in a room will not be allowed unless the hotel has quad sharing rooms available.

## 10. Special Request

Any special requests such as special meals, dietary requirements, adjoining/adjacent rooms etc shall be communicated to the Company upon reservation. Please note, however, that such requests are subject to availability and confirmation by the respective airlines and hotels.

## 11. Travel Documents/Visa

It is the customer's sole responsibility to ensure that his/her international passport has a validity of at least six (6) months beyond the conclusion of the tour as well as the necessary visas and have at least four (4) blank pages side by side, relevant visas and vaccinations, health certificates and all necessary travel documents (e.g. exit permit, work permit, social visitor pass etc) as required by the various government authorities of the countries to be visited. Please ensure all photos in the passports are updated by the Immigration Authority prior to departure. For foreign passport holders, it is the passenger's responsibility to hold valid re-entry Visas.

Different embassies/consulates require varying lengths of time to process visa applications. The Company renders assistance in visa application wherever possible. The Company cannot guarantee the approval of such visa application. This service is subject to (auxiliary) charges.

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 and an administrative fee imposed by the Company) will be made if the result is made known to the Company at least 45 days prior to departure. If less than 45 days' notice is given, the cancellation policy as stated





under the section "Payment & Cancellation Policies" and/or in the addendums to the terms & conditions, will apply.

The Company will not be responsible for any expenses, reimbursement or refund of the tour fare if the passenger is deported or refused entry by immigration authorities on the tour for whatever reasons, including improper travel documents, quarantine, custom regulations, and possession of unlawful items or irregularities that may cause harm/damage to person or property.

## **12. Travel Insurance**

Arrangement for travel insurance is strongly recommended to cover unforeseen circumstances such as trip cancellation, loss of personal belongings, baggage & medical attention etc. Under no circumstances shall the Company be construed as a carrier under a contract of carriage of a passenger and his/her baggage and belongings. The Company shall not be responsible for any loss or damage in relation of trip cancellation.

## **13. Baggage**

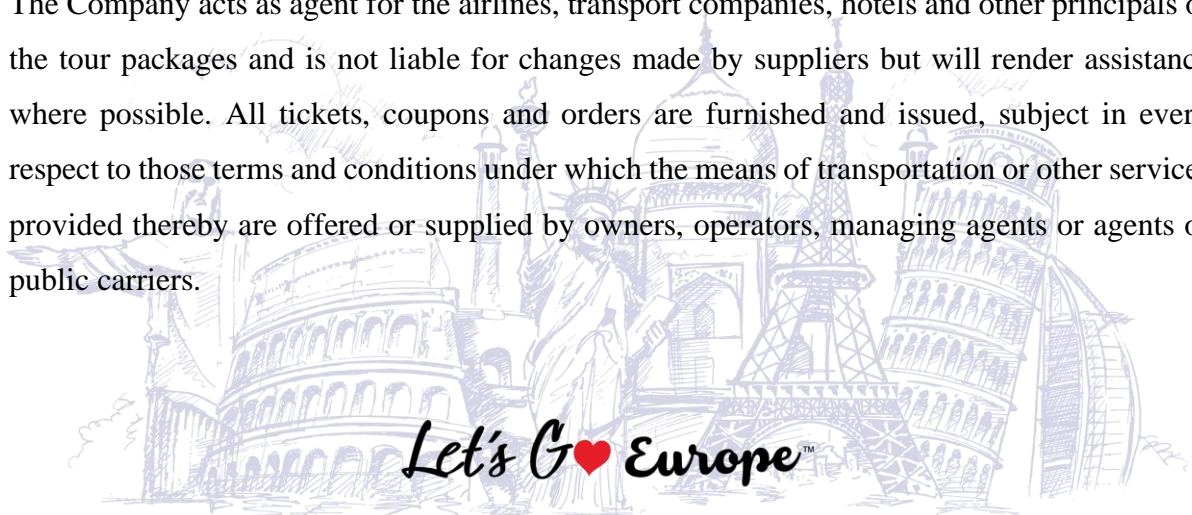
Each passenger is entitled to check in one bag not exceeding twenty (20) kilogrammes and one (1) hand-carried bag not exceeding seven (7) kilogrammes and/or subject to individual airlines' baggage allowance. Excess baggage charge must be paid by the passenger upon check in.

## **14. Seat Rotation**

For the convenience of all members of a tour group, passengers may be requested to rotate seating arrangement on the coach or other mode of transportation for the duration of the tour.

## **15. Responsibility & Liability**

The Company acts as agent for the airlines, transport companies, hotels and other principals of the tour packages and is not liable for changes made by suppliers but will render assistance where 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 accepts no responsibility for any injury, damage, accident, loss, delay or irregularities that may be caused to the person or property where such occur as a result of circumstances beyond its control (including but not limited to the below circumstances).

- Mechanical breakdown, government actions, political unrest, force majeure, acts of God, strikes, compulsory quarantine, industrial action or other circumstances beyond its reasonable control.
- Traffic congestion and obstruction of any public/private roads or highways.
- Failure of the customer to obtain required documentation.
- Failure of the customer to follow reasonable instructions including but not limited to meeting time and venue.
- All purchases made at designated shopping outlets during the tour.
- Accidents of any kind occurring during passenger's independent activities.
- Theft, robbery or lost property.
- All verbal agreement must be stated in writing, duly signed.

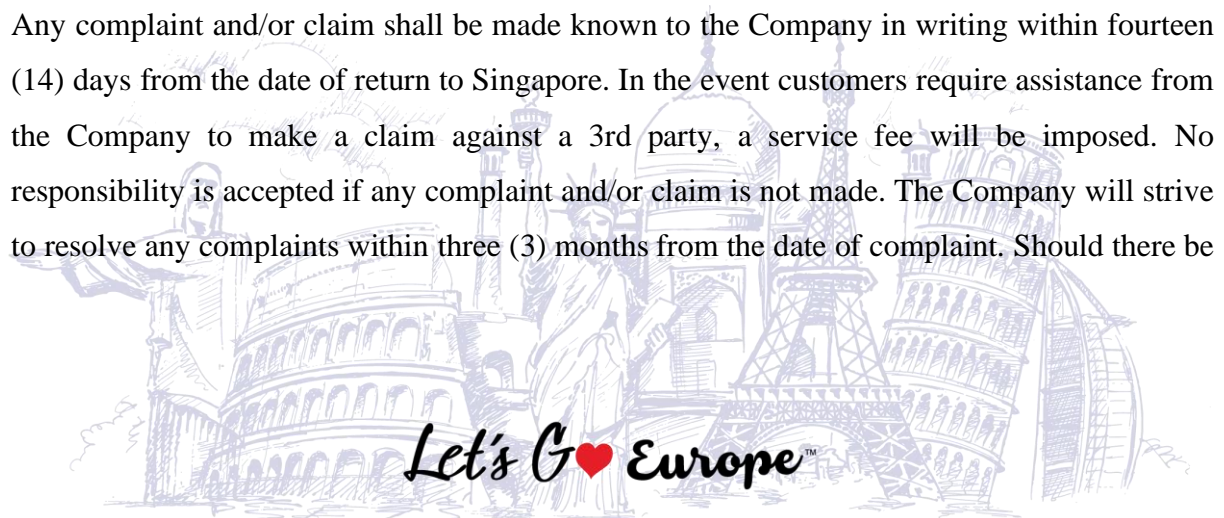
No tour guides, tour leaders or other employees or agents of the Company are authorized to commit the Company to any liability whatsoever and the Company shall not be bound by any statement or representation unless it is in writing and signed by a Management Executive of the Company.

## **16. No Variation of Conditions**

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

## **17. Complaints and Claims**

Any complaint and/or claim shall be made known to the Company in writing within fourteen (14) days from the date of return to Singapore. 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 three (3) months from the date of complaint. Should there be







no feedback received from the customers within fourteen (14) days, it shall be deemed that the customers are satisfied with the services rendered.

### **18. Service Guarantee**

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. The Company shall set out to ensure satisfactory quality as defined in the Sales of Goods Act Section 14(2).

### **19. 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.

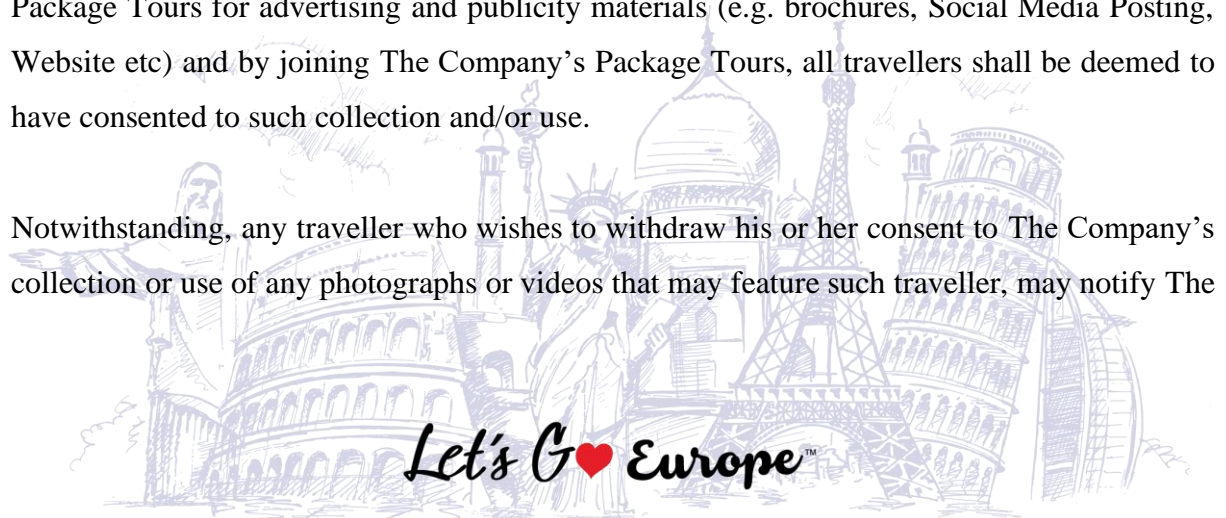
The Company reserves the right to change, amend, insert or delete any of Terms and Conditions or policies contained in this document, as the case of may be, without prior notice.

### **20. 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





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Company at info@lge.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.

