



Tour Terms & Conditions

(must be duly signed and submitted at time of booking)

Understanding and acceptance of terms

You are deemed to have read, understood and accepted the following terms and conditions, including as may be amended from time to time, in which Omega Tours & Travel Pte Ltd, the tour facilitator, shall be known as the "Company", which expression shall include its present and subsequent members, employees, servants, helpers, suppliers and/or agents, each of which shall have the benefit of and the right to enforce such terms and conditions.

Warranty

You warrant that all information you have provided or will provide to the Company, any entity or authority, whether or not in writing, in respect to your application for registration for the tour and the tour itself, is and shall remain true and accurate in all respects.

Correctness and change of prices, fees and costs

You accept that prices, fees and costs may be subject to changes without notice, including but not limited to those arising from currency fluctuations, increases in air fares, hotel rates, fuel surcharges, taxes and/or charges. Any price, fee or cost quoted, stipulated or certified by the Company at any time whatsoever shall be conclusive save for manifest error.

What tour price excludes

The tour price excludes pre/post tour accommodation, room service, bar, beverage, laundry, internet and telephone charges, portrages, tips, unspecified meals or tours, excess baggage charges, passport and visa fees, personal and baggage insurance, travel insurance (unless specified), increases in fuel surcharge and taxes (including but not limited to airport taxes), tour price adjustments due to fluctuation of the US dollar, fines of any kind, costs of purchases, and all other costs, fees or charges of a personal nature or as may be specified by the Company.

No child fares

No special child fares for children below 12 years of age.

Deposit

A non-refundable deposit as stated in the Tour Package is required upon your application to register for the tour. An additional amount as likewise stated is also required for **single supplement**. This deposit must be submitted before the **tour deposit collection due date**.

Payment

You shall make full payment latest by the **tour balance collection due date** by way of a current cheque payable to **Omega Tours & Travel Pte Ltd**. In the event that the Company does not receive any payment when due for whatever reason, the Company reserves the right to cancel your tour booking immediately, in which case you shall pay the relevant cancellation fees set out under Cancellation fees.

Tour cancellation

The Company reserves the right to cancel any tour prior to departure for any reason whatsoever, including, but not limited to there being, in the Company's sole and absolute discretion, security reasons, an insufficient number of registrants, passengers or participants. In such instance, the company may, if it so elects in its sole and absolute discretion, recommend an alternative tour to the same destination with or without any adjustment in price. Should you decide not to accept such alternative, the Company shall use best endeavours to refund to you, in full and within 28 days of such tour cancellation or non-acceptance of alternative (whichever shall be applicable and later) all monies then paid by you, free from interest, without any

further or other obligation, any compensation or any liability whatsoever to you or any other registrant.

Cancellation fees

While you may request for your tour booking to be cancelled, such cancellation of your booking shall be conditional and shall only be effective upon the Company's receipt of your written notice to do so, in which case you shall pay the relevant cancellation fees set out as follows:

No of days between departure date and (i) cancellation by non-payment and/or by the Company; and/or (ii) the Company's receipt of your cancellation notice; whichever shall be applicable	Cancellation fee per registrant*
(a) 35 days or more	50% of tour fare
(b) 34 days to 11 days	75% of tour fare
(c) 10 days or less	Full tour fare
(d) No show	Full tour fare

*Cancellation fees may be covered by the optional travel insurance program if the premium has been paid and reason for cancellation is insurable.

Amendment fee

An administrative fee of S\$75 per person in addition to the imposed vendor's charges will be levied for any amendment after reservation has been acted upon. An amendment fee being levied does not constitute a transfer to another tour booked as requested by the passenger(s).

No tour extension or rerouting

You shall not be permitted to extend your tour or to change any date of travel. Tickets once issued cannot be rerouted, negotiated, endorsed or refunded (whether or not used).

No refund after payment

You shall not be entitled to any refund of any amount paid in the event that you cancel your booking 10 days or less before your scheduled departure date, or if for any reason whatsoever your visa application is rejected by any authority or you are deported or cannot or elect not to commence or continue with the tour for any reason whatsoever or if you do not, in part or in full, use or participate in any accommodation, meal, tour or any other service which is included in the tour fare.

Meals

Meals are as specified in the itinerary. If any meal is not served for any reason whatsoever there shall be no refund or replacement.

Accommodation

Accommodation for adults is usually based on sharing twin or double bedrooms at the nominated or similar standard hotels. For those booking triple-share rooms, the third bed may be a "roll away" bed. Extra beds may be requested at additional cost to be advised and subject to availability at the relevant hotel. While the Company endeavours to arrange accommodation based on the type of room and bed type requested, the Company shall not be responsible or liable if such cannot be provided by the relevant agent or hotel. The Company reserves the right to change the accommodation to a similar class hotel should the need arise.

Right to change itinerary

The Company reserves the sole and absolute discretion to alter any route, itinerary and/or accommodation for any reason whatsoever and on such terms as it in its sole and absolute discretion deems fit without prior notice to any tour participant.



Visa, passport and other travel documents

While the Company may in its sole and absolute discretion assist in making visa applications, the Company cannot guarantee the approval of each such application. It is the responsibility of each registrant to ensure that they possess a valid passport with a minimum of **7 months** validity after the date of departure, and shall have the relevant visas, vaccinations and health certificates and all necessary travel documents as required by the relevant government authorities of the countries to be visited.

Baggage

Each aircraft passenger is permitted one piece of hand luggage (550mm x 350mm x 250mm), and one piece of check-in baggage not exceeding **20kg** in weight. Passengers are solely responsible to pay any excess baggage charges.

Proper behaviour and conduct

Each tour participant is expected to observe proper behaviour and conduct throughout the tour and to respect the customs (including dietary practices) and traditions of the countries of visit and the people therein. At all times, each tour participant shall be punctual, shall attend and participate in all tour activities and shall promptly comply with all directions of the tour guide and/or any tour leader, including but not limited to rotating coach seating arrangements during the period of the tour.

Restriction on room mates and visitors

You undertake to ensure that at all times throughout the tour: (a) any person sharing or occupying any room with you shall be related to you by marriage or, except for any child aged 12 years and below, shall be of the same sex as you; and (b) you shall not permit any person of the opposite sex to visit you while alone in your room.

Responsibility and liability

Every tour participant participates at his/her own risk of loss or injury to person and belongings. The Company shall not be responsible or liable for any loss, damage, expense, injury or death whatsoever including but not limited to such arising, occurring, suffered or sustained directly or indirectly from any of the following during or in connection with the tour: (a) any delay, accident, mechanical or electrical breakdown, sickness, weather condition, strike, crime, illegal act or omission, act of hostility, terrorism, conflict, war, quarantine or natural disasters; or (b) the denial of any tour participant to board any aircraft or coach, or in the event any tour participant is deported or refused entry to any country or place by any immigration or other authority or for and on behalf of any entity for any reason whatsoever; or (c) any act, omission, default or neglect of the Company whatsoever.

The Company is only acting as an agent and will not be held responsible for any changes, acts of discretion or inconvenience caused by our suppliers and appointed agents. In no case shall the Company or their employees or agents be liable for any causes outside their reasonable control or from any act of omission of the customer.

Your indemnity to the Company

You agree to fully indemnify the Company forthwith upon request from and against all actions, proceedings, claims and demands whatsoever which may be instituted or made against the Company, including but not limited to those for damages, other relief, interest (as well after as before any judgment), costs (on an indemnity basis) and expenses whatsoever and howsoever directly or indirectly occurring to, suffered or sustained by or relating to any person, entity, authority or property wheresoever situated, as a result of

any act or omission (whether negligent or not) of yours during or in connection with the tour.

Amendment of terms and conditions

The Company may amend these terms and conditions in its sole and absolute discretion with or without prior notice to the participant, and the participant shall be bound by such amendment which shall be deemed to be incorporated herein.

Severability

Any term or condition herein which is or may become invalid, unenforceable, prohibited, unlawful or void in any respect under any law shall be ineffective to the extent only of such invalidity, unenforceability, prohibition, unlawfulness or voidness and without invalidating the rest of the said term or condition or the other terms and conditions herein.

Travel insurance

You are *strongly advised* to purchase travel insurance coverage. This amount is an additional cost and is not included in your travel package.

You are entitled to 15% discount when you purchase your travel insurance (AIG or Tenet single trip plan) at Omega Tours website www.omegatours.com.sg

Under no circumstances is the Company to be construed of as being a carrier under contract for the safe carriage of any passenger and/or his/her baggage and belongings.

Governing law

These terms and conditions shall be governed and construed in accordance with Singapore law, and each of the parties submits itself to the non-exclusive jurisdiction of the courts of the Republic of Singapore.

<p>I/We have fully read and understand the above terms and conditions, and agree to abide by them.</p> <p>If any of the passengers is below 21 years of age, his/her parent/guardian will have to sign for and on behalf of the passenger.</p> <p><u>Passenger 1 (as in tour booking form)</u></p> <p>Name : _____</p> <p>Signature: _____</p> <p><u>Passenger 2 (as in tour booking form)</u></p> <p>Name : _____</p> <p>Signature: _____</p> <p><u>Passenger 3 (as in tour booking form)</u></p> <p>Name : _____</p> <p>Signature: _____</p>
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